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# PHA 100T.01: Introduction to Pharmacy Practice

Lisa Wrobel

*University of Montana - Missoula*

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**THE UNIVERSITY OF MONTANA-MISSOULA, COLLEGE OF TECHNOLOGY  
Health Professions Department  
COURSE SYLLABUS**

**Course number and title:** PHA 100T "Introduction to Pharmacy Practice"

**Date revised:** 8/09/05

**Contact hours per semester:** [For administrative purposes only]

Lecture hours per week: 3

Lab hours per week: 0

Clinical/internship hours per week: 0

**Meeting schedule:** TR 9:10-10:30 AM in HB07

**Instructor:** Lisa Wrobel, PharmD., R.Ph.

**E-mail:** lisa.wrobel@umontana.edu

**Phone:** (406) 243-7813

**Office:** AD04B, (Administration building)

**Office hours:** M,W, F 10:15-11:15 or by appointment

**Required texts:**

- 1) Pharmacy Technician, Principles and Practice (Hopper)
- 2) Lexi-Comp's Drug Information Handbook
- 3) A Drug Quick Reference Pocket Guide (will be provided)

**Optional texts:**

- 1) Pharmacy Drug Cards (Siglar & Flander)
- 2) Pharmacy Certified Technician Training Manual – (Michigan Pharmacist's Assoc.)

**Prerequisites:** Enrollment in the Pharmacy Technician Program and successful completion of the following courses: COM115, CRT101, MAT100, SCN119N, MED154T.

**General course description:**

Pharmacy technicians must understand the background of the profession, as well as how the profession has evolved into what it is today. They must also understand how they fit into the profession by having a clear understanding of their duties and also the duties of the pharmacist. Technicians must have some idea as to what the future holds for the profession in order to be prepared for it. This course is a general overview of the pharmacy "world", and begins to acquaint the student with the special "language" of it.

The material in this course will include: the history of pharmacy, personnel relating to pharmaceutical services, ethical standards of the occupation, introduction to federal and state laws regulating pharmacy practice with an emphasis on Montana State Pharmacy Law and administrative rules regulating pharmacy technicians, the preparation, maintenance, and storage of pharmacy records, confidentiality and HIPAA, basic concepts of computer operations with emphasis on software designed for use in pharmacy, and an introduction to packaging, dosage forms and delivery systems of different drug products. Students will also increase their writing and communication skills with assignments and presentations. Students will learn how to obtain necessary information from a variety of sources.

**Student performance outcomes:**

Upon completion of this course, the student will be able to:

1. Maintain a personal image appropriate for the profession of pharmacy. Understand the importance of confidentiality, accountability, and professionalism.
2. Explain what duties are acceptable for the technician to perform and those which must be performed by a pharmacist. Be able to distinguish appropriate technician duties from pharmacist duties, and understand the importance of role definition.
3. Appreciate the importance and current status of technician certification, both in Montana and the rest of the United States. Know the differences between certification, licensure, and registration.
4. Be familiar with the history of the pharmacy profession, and understand the ethics involved with the duties of a pharmacist and pharmacy technician.
5. Identify the various pharmacy practice settings and be familiar with how technicians are utilized in these settings, including the emerging pharmaceutical care movement.
6. Assist the pharmacist in compliance with Federal and State laws pertaining to the practice of pharmacy, including the Controlled Substances Act. Know the various regulatory agencies which oversee compliance with the law.
7. Relate the basic concept of liability to the duties of the technician. Explain how medication errors occur and what can be done to prevent them. Describe what is meant by quality assurance.
8. Be familiar with the various pharmacy professional organizations and what segment each one represents, and how organizations are currently viewing technician practice.
9. Utilize resource books, manuals, and journals and understand their importance to the technician in gathering pertinent information and in staying current with changes in pharmacy practice.
10. Know the various medication dosage forms, routes of administration, common pharmacy terminology, and abbreviations for medical terms.
11. Receive prescription/medication orders, interpret correctly, and screen for completeness. Understand the importance of obtaining patient data and history.
12. Communicate clearly orally and in writing. Efficiently solve problems commonly encountered in one's own words. Establish and maintain effective interpersonal working relationships with other members of the health care team and with patients.
13. Understand the process of research, development and marketing of drugs, and relate those concepts to the cost of medical care.
14. Be familiar with the Top 200 drugs, and begin to relate the generic to the brand-name, and vice-versa. Know the basic use of each of those drugs, or where to locate that information.
15. Utilize knowledge gained in this course as the basis for further study in Institutional and Community Pharmacy Practice and Pharmacology.

**How various assessment methods will be used to improve the course:**

- Class discussions and review sessions will help to identify problem areas in student comprehension of materials. Relating material to clinical experiences will be an important part of these discussions.
- Post-test review in class will help to ensure understanding of material.
- Test question failure rate will be analyzed to improve test content.
- Advising sessions with each individual student will provide feedback as well as address problem areas for each particular student. This will include a flow sheet to enable the student to track their personal progress and achievement of outcomes in the program.
- Video presentations will be assessed by students for their opinions as to relevance and useful content.

- Student evaluations at the end of the course will help to identify problem areas, which will be revised accordingly.
- Classroom visitation by the department chairperson will evaluate the instructor's performance and provide suggestions for improvement if necessary.

**Student performance assessment and grading procedures:**

The grading scale is department-wide, and is as follows:

<b>90-100%</b>	<b>A</b>
<b>80-89%</b>	<b>B</b>
<b>70-79%</b>	<b>C</b>
<b>60-69%</b>	<b>D</b>
<b>below 60%</b>	<b>F</b>

Students in the Pharmacy Technology program must have a "B" or better final grade in all pharmacy classes in order to progress within their programs. A "C" or better is needed in all non-pharmacy courses.

Course grades will be based on the following:

**40% of the grade will be from the unit tests.**

**20% of grade will be from the completion of a short reference paper and the corresponding presentation of the material to the class.**

**20% of grade will be assignments**

**10% of the grade will be the "Top 200" quizzes**

**10% of grade will be the final exam.**

Quiz and exam questions will be based on lecture content and reading assignments including information from handouts, videos, slides, guest speakers, etc.

**Please consider attendance mandatory. After five (4) absences, the student will be required to meet with the instructor to discuss the feasibility of their continuation in the program and your grade will automatically be dropped by 5%.** There will be no make up points if you miss in-class assignments or quizzes, therefore, it is in your best interest to make every effort to attend class. Much of the course content will come from lecture material rather than the textbook, and discussion and interaction with the class are also important.

**Tests must not be missed.** If you have a legitimate reason for missing the test, let me know ASAP. If I feel your excuse is legitimate, a test will be issued to you at the ASC center to be taken. The ASC center has limited hours about which the student is expected to be informed.

***Students must have access to an internet-capable computer and have the ability to open e-mail and attachments in Microsoft Word. It is the students' responsibility to have this access in place prior to beginning the course.***

**Unit One: “The Role of the Technician in Relation to the Practice of Pharmacy”**

The student will understand what is required in the profession of pharmacy, what the technician’s role is, as well as the pharmacist’s, and have a basic knowledge of the history of the profession. They will also begin to become aware of informational resources that are available to them.

**Reading:** Chapter 1 & 3 – Hopper text

(Optional) Pharmacy Certified Technician Manual – Chapters 1-9

**Lectures/activities will include:**

- Video presentations on technician practice and pharmacy practice
- History of pharmacy slide presentation
- Role definitions – pharmacists vs. technicians – and duties of each
- Training and educational options (“The ASHP Standard – handout)
- Certification vs. registration vs. licensure
- Work settings, salary expectations, specialized technician roles
- Internship power-point informational presentation and corresponding agreement
- Conduct Code review
- “Shadowing” a pharmacy technician (assignment)
- Guest speaker, pharmacy practice (pending speaker availability)
- Field trip: Pharmacy School labs – t.b.a.

**Test #1 date: Thursday, Sept. 22** (Subject to change)

**Unit 2: “Pharmacy Law, Standards and Ethics for Technicians”** The student will understand the history of pharmacy law and the necessity for systems of drug control. They will also understand why ethics are important in this profession, and begin to recognize and internalize their own set of ethics for practical and personal use.

**Reading:** Chapter 2 – Hopper text

MT State Board of Pharmacy Administrative Rules booklets (provided)

**Lectures/activities will include:**

- Career Fair attendance (Wed. Oct. 5)
- Pharmacy law history
- Professional and Legal Considerations (Guest speaker, pending availability)
- The necessity of drug diversion control and the controlled substance act
- Ethical Considerations for Technicians
- HIPAA requirements pertaining to confidentiality
- Videos on confidentiality, biomedical ethics, and professional image
- Guest speaker from pharmaceutical industry, pending availability

**Test #2 date: Tuesday, October 18<sup>th</sup>** (Subject to change)

**Unit 3: “The Language of Pharmacy”** The student will be able to interpret prescription information, identify various dosage forms, and be aware of the legal and professional requirements in the filling and dispensing of a prescription.

**Reading:** Chapters 5, 8, 11 and appendix A – Hopper text  
PCT Manual, chapters 10, 29 (optional)

**Lectures/activities will include:**

- The elements of a prescription and required information
- Various dosage forms (basic overview)
- “The package insert” (assignment)
- “ID That Drug” (assignment)
- Interpreting the prescription – common abbreviations
- Technician duties (dispensing lab assignments)
- Hospital pharmacy overview

**Test #3 date:** Tuesday, November 8th (Subject to change)

**Unit 4: “The Business of Pharmacy – management, communications skills, and information”**

The student will be able to identify and become familiar with reference sources such as books and the internet, as well as professional organizations that are available to them. Communication skills are highly important in pharmacy practice, and the student will become more comfortable with public communication as well as written skills. Basics of billing, ordering and stocking of medications will be covered.

**Reading:** Chapters 6, 7 and 14 – Hopper text

**Lectures/Activities to include:**

- Pharmacy reference books and journals
- Internet practice exercises
- Communication exercises
- Videos on speaking, communication, telephone, and listening skills.

**Reference paper due during this unit**

**Test #4 date:** Tuesday, November 22<sup>nd</sup> (Subject to change)

**Student presentations:** November 29<sup>th</sup> through December 8<sup>th</sup> – individual dates TBA

**Final exam:** Thursday, December 15, 10:10-12:10. It will be comprehensive.

**Quizzes:** There will be a **quiz every Thursday** based on the “Top 200 Drugs.” You will not have these quizzes during any week that there is a unit test. There will be no make-up quizzes, but you will be able to drop your lowest score.

**Academic dishonesty:** Students found guilty of cheating *or helping others to cheat* will be given an F as their final grade in the course without exception. No second chances will be allowed due to the significance of such dishonest behavior in a health oriented profession, and the possible dire consequences such dishonest behavior could on the public, the profession of pharmacy, and our school, if allowed to continue.

**Students with disabilities:** eligible students with disabilities will receive appropriate accommodations in this course provided it is requested in a timely manner. If you are a student with disabilities, please speak with me and be prepared to provide a letter from your DSS coordinator